

# Most Common EDI Services Inquiries

## Important Information from Cahaba GBA

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In response to a number of recent EDI inquiries, Cahaba GBA has prepared the following information to assist in answering some of your most common EDI related questions.

### Batch Access to the J10 MAC, Cahaba GBA Secure File Transfer Protocol (FTP) Server

Providers and submitters who send and receive batch transactions such as claims, Electronic Remittance Advice (ERA), and claim status inquiries, will need to connect to the J10 MAC Cahaba GBA Secure FTP Server. Instructions for connecting to the Secure FTP Server are located on our website at [http://www.cahabagba.com/j10/edi/edi\\_ftp\\_instructions.pdf](http://www.cahabagba.com/j10/edi/edi_ftp_instructions.pdf). Please share this information with your software vendor so they can make the necessary changes to allow you to send and receive files upon cutover. If you are an IVANS or VisionShare customer, your vendor can also provide access to the Secure FTP Server for batch transactions in addition to providing connectivity to the Enterprise Data Center (EDC) for DDE access to FISS.

### FTP Failed (PC-ACE Pro32™ Users)

Be sure you are dialing up and connecting before attempting to transmit or download reports. Click your “Start” button; go to “Connect To . . .” or “Network Connections” (some Windows users will need to go to “Settings” first to see the “Connect To . . .” or “Network Connections” options). Click the Cahaba\_GBA icon and click “Dial.” If you do not have a Cahaba\_GBA connection you will need to follow the “Creating the Connection” instructions on our website at this link:

[http://www.cahabagba.com/part\\_b/edi/pace\\_creating\\_cahabagba\\_connect.pdf](http://www.cahabagba.com/part_b/edi/pace_creating_cahabagba_connect.pdf)

If you are dialing up and establishing a connection, be sure you have entered your user name and password correctly into the INI file. To do this, click **Start→Programs→MedLink Technologies PC-ACE Pro32→Data Comm Utilities→Update INI File**. The “Hostname or IP Address” should be **bluecmsftp.bcbsal.org**. The password should be your password to log onto your FTP account. If you are a new PC-ACE Pro32 user this will be the same password that you used in your dialup connection. For those who have been using PC-ACE Pro32 for some time this will be the password that you created when you changed your password on the FTP server during a previous upgrade. The user name and password are case sensitive. Enter your State Code—this should be the same thing as the first two letters in your user name (AL, GA, TN, or MS). Be sure “Production” is selected. Select “Part A” or “Part B”, whichever is appropriate for you. Select “Professional” or “Institutional”, whichever is appropriate for your practice. Then click “Update INI File”. You should get “INI file successfully updated.” Click “OK” and attempt to transmit your claims or download your reports again.

If you still get “FTP Failed,” change the URL in the INI file to the IP address. To do this, click **Start→Programs→MedLink Technologies PC-ACE Pro32→Data Comm Utilities→Update INI File**. In the “Hostname or IP Address” change **bluecmsftp.bcbsal.org** to **154.3.20.184**. Click “Update INI

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file” then click “OK” when you get “INI file updated successfully”. Attempt to transmit your claims or download your reports again.

If you are still getting this error, recreate your Cahaba\_GBA connection. **Before attempting this be sure that you have your dialup connect user name and password available, as you will need to enter those into the recreated connection.** If you are connected, disconnect. Click your “Start” button; go to “Connect To . . .” or “Network Connections” (some Windows users will need to go to “Settings” first to see the “Connect To . . .” or “Network Connections” options). Right-click the Cahaba\_GBA connection and select “Rename,” and change the name to “Cahaba\_test.” Follow the directions at the above link to recreate the connection. You will need to enter your dialup connect user name and password again. Connect again and attempt to transmit or download reports.

If you are still getting “FTP Failed” you may have a high-speed Internet connection that is interfering with your dialup connection. Disconnect your DSL or cable modem and attempt to transmit or download reports. If you still get the error, leave your high-speed Internet disabled and reboot your system, then dialup connect and attempt to transmit or download your reports again.

If you are still getting this error, be sure that your firewall is either disabled or configured to allow connections between your system and ours. Also either disable your antivirus software and/or antispyware or configure it to allow connections between your system and ours. For help with this contact your system maintainer or the manufacturer of the firewall, antivirus, or antispyware that you are using. If you disable your firewall, antivirus, or antispyware, be sure to enable it again when you are finished and before you reconnect to the Internet.

If you are still getting “FTP Failed” contact EDI Services at (866) 582-3253 for more technical assistance.

## Audit Trail and 997 Reports

To ensure the claim’s accuracy, the J10 MAC, Cahaba GBA edits the inbound claim file and produces audit trail reports and 997 reports for retrieval from our Secure FTP Server. Please begin familiarizing yourself with the audit trail reports by visiting our website at [http://www.cahabagba.com/part\\_a/edi/audit\\_trail.htm](http://www.cahabagba.com/part_a/edi/audit_trail.htm). The audit trails provide valuable information on claims that were accepted and rejected during our front-end edit process. Please download and review your audit trail reports from the Secure FTP Server after each transmission. Rejected claims should be corrected and resubmitted. If you submit claims through a clearing house or billing service, they should download the audit trail reports and make them available to you for review.

## Resetting Your FISS Password

If you revoke your password in FISS you will need your 4-digit PIN to reset it. If you enrolled for access to FISS through Cahaba GBA, this is the PIN that was submitted on the EDI System Access Request or the EDI System Access Update Request form. If you enrolled for access to FISS with your previous

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Fiscal Intermediary, you should continue to use the same 4-digit PIN you previously selected or was assigned to you.

Many users can reset their passwords themselves by pressing the F5 key on their keyboards. When prompted for the RACF ID, enter your user name for FISS, which will be two letters followed by five numbers (eg. yz12345). Then you will be prompted for your 4-digit PIN. After entering your PIN your password will be reset to **newpa\$\$1**. At this time you will need to log onto FISS using this as your password. You will get a message that your password has expired and you need to change it. You will then be able to enter a new password.

The new password must be:

- Exactly 8 characters
- Contain at least one upper-case letter.
- Contain at least one lower-case letter.
- Contain at least one number.
- Contain at least one special character, either @, #, or \$.

Please note that if you call EDI Services to have us contact the Data Center on your behalf your 4-digit PIN will still be required. The Data Center will not reset your password without the PIN.

If you do not know your PIN, contact the system administrator in your facility. If you do not know your PIN and need to have a new one assigned you will need to complete the EDI System Access Update Request and submit it to us. You may find this form on our website at [http://www.cahabagba.com/part\\_a/forms/edi\\_accesschange.pdf](http://www.cahabagba.com/part_a/forms/edi_accesschange.pdf)

## Receiver IDs

During the J10 MAC A/B implementation, the receiver IDs for Cahaba Government Benefit Administrators®, LLC, were changed to Contractor Workload Numbers. This number will appear in any area where the old Receiver ID appeared previously. This includes the ISA06 segment, the GS02 segment, and the 2010BB loop, NM109 segment.

Below is a list of the previous receiver IDs and the new contractor IDs.

Segment	Previous Cahaba GBA Receiver ID	New Cahaba GBA MAC Workload Number (Receiver ID)
Alabama – Part A	00010MA	10101
Alabama – Part B	00510MB	10102
Georgia – Part A	N/A	10201
Georgia – Part B	00511	10202
Tennessee – Part A	N/A	10301
Tennessee – Part B	N/A	10302
Mississippi – Part B	00512	00512
Home Health & Hospice	00011	00011

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Please note that the numbers for Mississippi Part B and Home Health and Hospice did not change. Contact your vendor if need help entering this information into your software.

## File Naming Convention for Claims

If your electronic claim file is submitted to us with an invalid file name it will not be processed.

The file naming convention is:

(p for production or t for test)(state code—al, ga, ms, tn)(p for Part B, i for Part A)(4-digit sequence).clm.

For example, a valid file name for Tennessee Part A would be:

ptni0000.clm

The files must be zipped. When the file is zipped it must also follow the same file naming convention, replacing the .clm extension with the .zip extension.

For example, a valid zipped file name for Tennessee Part B would be:

ptnp2354.zip.

If you use Medicare's free billing software PC-ACE Pro32™ then the file name is being created automatically when you send your claims.

If you are using WinZip version 12.1 to compress your files it is possible that an 'x' is being appended to the end of the zipped file name, so that the file names end with .zipx. Please note that this is an invalid file name and these files will not be processed. You will need to configure WinZip to create file names without the 'X' at the end. If you are experiencing this issue you may visit WinZip's website for instructions on how to resolve this. This article details how this may be done:

<http://kb.winzip.com/kb/entry/38/>

If you use PC-ACE Pro32 you will not be experiencing the WinZip issue.

## Transmitting Claims and Receiving Files with PC-ACE Pro32™

### Transmitting Claims

To transmit your claims, after you have clicked "Prepare" in the claims menu and prepared the claims:

1. Close the Claims Menu.
2. Dialup and connect using the Cahaba\_GBA Dialup Networking Connection.
3. Click the "Data Communications Functions" button. This is the button with the two computer screens and the telephone on the PC-ACE Pro32 toolbar.
4. If you are a Part A (Institutional) submitter, click the "INST" tab. If you are a Part B (Professional) submitter, click the "PROF" tab.

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5. Click the button labeled “Transmit Inst Claims – Medicare” for Part A or “Transmit Prof Claims – Medicare” for Part B.
6. You will get a screen that says “Sending file”.
7. When the operation completes you will get “File uploaded successfully.”
8. If you get “FTP Failed” see the instructions for resolving this error elsewhere in this documentation.
9. Do not forget to disconnect the Cahaba\_GBA connection when you have finished.

Please note that you will not change the file name or browse and select a file to transmit. PC-ACE Pro32 does this automatically for you.

## Receiving Files

### To receive your audit trail reports:

1. Connect using the Cahaba\_GB A connection if you have not already done so.
2. Click the “Data Communications Functions” button. This is the button with the two computer screens and the telephone on the PC-ACE Pro32 toolbar.
3. If you are a Part A (Institutional) submitter, click the “INST” tab. If you are a Part B (Professional) submitter, click the “PROF” tab.
4. Click the button labeled “Retrieve Inst Reports – Medicare” for Part A or “Retrieve Prof Reports – Medicare” for Part B.
5. Select “Retrieve Audit Reports” and then click “OK.”
6. PC-ACE Pro32 will log on and get a list of the available audit trails. If you get “FTP Failed” see the instructions for resolving this error elsewhere in these instructions.
7. Click the box next to the audit trails listed for the ones you want to retrieve. This will place a check mark in the box to mark the file as one to be retrieved.
8. Click the “Get Files” at the bottom of the screen.
9. When you get the message “Files retrieved successfully” click “View Reports.”
10. On the “View Reports” screen, the list of available reports will be shown in the pane on the upper-left side. Click the report to be viewed and it will display in the pane on the right side. Click “Open in NotePad” or “Open in WordPad” to open the report in one of those utilities to print it.
11. Do not forget to disconnect the Cahaba\_GBA connection when done.

### To receive your remittances:

1. Connect using the Cahaba\_GB A connection if you have not already done so.
2. Click the “Data Communications Functions” button. This is the button with the two computer screens and the telephone on the PC-ACE Pro32 toolbar.
3. If you are a Part A (Institutional) submitter, click the “INST” tab. If you are a Part B (Professional) submitter, click the “PROF” tab.
4. Click the button labeled “Retrieve Inst Reports – Medicare” for Part A or “Retrieve Prof Reports – Medicare” for Part B.
5. Select “Retrieve Remittance Files (835)” and click “OK.”

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6. PC-ACE Pro32 will now log on and bring up a list of available remittances. If you get “FTP Failed” see the instructions for resolving this issue elsewhere in this documentation
7. Click the box next to each of the remittances you want to retrieve. This will place a check mark in the box, marking that file for retrieval. Click “Get Files” at the bottom of the screen when done.
8. You will get “Files retrieved successfully.” Click “Cancel.”
9. Close the Data Communications Options menu.
10. If you are done retrieving reports and sending claims disconnect the Cahaba\_GBA connection.
11. Go into “ANSI 835 Functions” on the PC-ACE Pro32 toolbar. This is the button with the claim form and a calculator. In most PC-ACE Pro32 installations it is the next to last button on the right side.
12. Select “Institutional” for Part A or “Professional” for Part B.
13. Click “Select ANSI File” on the ETRA screen. This will bring up the list of files. Click the file you want to process and click “Select” at the bottom. This will take you back to the ETRA screen.
14. Click “Translate/Import ETRA”. You should see “File was successfully translated” at the bottom of the screen when the file has been imported and translated.
15. Click “Print/View Reports.” Double-click on the report you want to see.
16. At the Report Selection Criteria screen you may enter parameters to view only part of the remittance. Leaving these files blank will display the entire remittance when you click “OK.”
17. Remittance will be displayed and can now be printed by clicking the “Print” button at the top.

## **To receive your acknowledgement files (997)**

1. Connect using the Cahaba\_GBA connection if you have not already done so.
2. Click the “Data Communications Functions” button. This is the button with the two computer screens and the telephone on the PC-ACE Pro32 toolbar.
3. If you are a Part A (Institutional) submitter, click the “INST” tab. If you are a Part B (Professional) submitter, click the “PROF” tab.
4. Click the button labeled “Retrieve Inst Reports – Medicare” for Part A or “Retrieve Prof Reports – Medicare” for Part B.
5. Select “Retrieve Acknowledgement Files (997/999)” and click “OK.”
6. PC-ACE Pro32 will log on and retrieve a list of your available acknowledgement files.
7. Select the files you want to retrieve by clicking on the box next to the file name. This will place a check mark in the box. Click “Get Files.”
8. When you get the message “File(s) retrieved successfully” click “Cancel.”
9. Close the Data Communications Options screen.
10. Disconnect the Cahaba\_GBA connection
11. For Part A submitters click the “Institutional Claims Processing” button on the PC-ACE toolbar. For Part B submitters click the “Professional Claims Processing” button.
12. Click “Maintain” at the top to the right of the claims processing menu.
13. Select “Acknowledgement File Log”.
14. Click the report you want to view and click “View Report.”

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## To retrieve daily logs

1. Connect using the Cahaba\_GBA connection if you have not already done so.
2. Click the “Data Communications Functions” button. This is the button with the two computer screens and the telephone on the PC-ACE Pro32 toolbar.
3. If you are a Part A (Institutional) submitter, click the “INST” tab. If you are a Part B (Professional) submitter, click the “PROF” tab.
4. Click the button labeled “Retrieve Inst Reports – Medicare” for Part A or “Retrieve Prof Reports – Medicare” for Part B.
5. If the daily log needed is for a date other than the current date, click drop down box at the bottom left, next to the “Requested Date” tag, and click the date to be retrieved.
6. PC-ACE Pro32 will retrieve the file and display it automatically.

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## **Audit Trail Edit 308 – Multiple Medicare Contracts Not Valid**

When a claim rejects on audit trails for this edit it is because the claim contained both primary and secondary insurance information and both the primary and secondary insurance were identified as Medicare. Medicare cannot be secondary to Medicare, so this is not a valid situation.

If you are getting this edit, look in your office management system at how you have the secondary insurance set up. It should not be identified in your system as Medicare Part B.

In the 4010A1 ANSI 837 format this will be in the 2320 loop, the SBR09 segment. Below is an example of what causes a claim to hit this edit.

Below is the SBR segment in a 2000B loop for a Part B Medicare primary claim:

```
SBR*P*18*****MB~
```

Note the “MB” at the end of the segment—this identifies the claim as Medicare primary.

Below is an example of an incorrect SBR segment in the 2320 loop that will cause the claim to hit this edit, for a Medicare primary claim:

```
SBR*S*18***MC****MB~
```

Note that this also has an “MB” qualifier. This identifies the secondary as Medicare. Since the SBR segment in the 2000B loop also has an MB qualifier, this causes the claim to reject for this edit.

Below is an example of a correct SBR segment in the 2320 loop that will not cause the claim to hit this edit for a Medicare primary claim:

```
SBR*S*18***OT****11~
```

The 11 qualifier at the end of the above segment identifies the secondary as “Other non-Federal program” and is valid in this circumstance.

Your vendor, billing service, or clearing house should be able to assist you in correcting this edit. If you need further assistance contact EDI Services at (866) 582-3253.



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## Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

Prior to transition, any provider receiving payments from the outgoing contractors via EFT, were required to submit a new CMS-588/EFT Authorization Agreement form to Cahaba GBA. Part B providers who neglected to return the CMS-588 form prior to cutover were flagged in the Medicare system and the EFT was discontinued. Providers who were also set up to receive Electronic Remittance Advice (ERA) and neglected to return the CMS-588 form, also had their ERA discontinued as well.

Providers who have since returned the required CMS-588 form should now be receiving EFT and ERA. For the period of time when the ERA was turned off, providers should have received a hardcopy remit. If you did not receive a hardcopy remit and need a duplicate, please complete the required forms available on our website at [http://www.cahabagba.com/part\\_b/forms/DuplicateRA\\_ERAResponseForm.pdf](http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResponseForm.pdf). If you are still not receiving ERA, please call our EDI Services department at 866 582-3253 or e-mail us at [PartBEDIServices@cahabagba.com](mailto:PartBEDIServices@cahabagba.com). Please have your PTAN and submitter ID available when you call.

## Common Remit Issues

Issue	Resolution
If a Part B provider was set up for Electronic Remittance Advice (ERA) and neglected to return the required Electronic Funds Transfer (EFT) CMS-588 form prior to transition, the ERA was turned off.	<p>Providers who have since returned the required CMS-588 form should now be receiving EFT and ERA. For the period of time when the ERA was turned off, providers should have received a hardcopy remit. If you did not receive a hardcopy remit and need a duplicate, please complete the required forms available on our website:</p> <p>Part A: <a href="http://www.cahabagba.com/part_a/forms/remit_dup.pdf">http://www.cahabagba.com/part_a/forms/remit_dup.pdf</a></p> <p>Part B: <a href="http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResponseForm.pdf">http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResponseForm.pdf</a></p> <p>If you are still not receiving ERA, please call EDI at 866 582-3253 or e-mail us at <a href="mailto:PartBEDIServices@cahabagba.com">PartBEDIServices@cahabagba.com</a>. Please have your PTAN and submitter ID available when you call.</p>

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Providers not receiving ERAs or ERAs are not on the Secure FTP server to download.	Please contact EDI Services at 866 582-3253 so that we can verify your ERA set-up. Please have your PTAN and submitter ID available when you call.
Providers unable to download ERAs.	Instructions for connecting to the secure FTP server are available on our website at <a href="http://www.cahabagba.com/j10/edi/edi_ftp_instructions.pdf">http://www.cahabagba.com/j10/edi/edi_ftp_instructions.pdf</a> . Please contact your software vendor for assistance. If you are using PC-ACE Pro32, instructions are included in the manual on our website at <a href="http://www.cahabagba.com/part_b/edi/PC_ACE_Pro32_User_Manual.pdf">http://www.cahabagba.com/part_b/edi/PC_ACE_Pro32_User_Manual.pdf</a> .
Providers need duplicate hardcopy remits generated prior to J10 A/B MAC transition.	Please complete the required forms available on our website.  Part A: <a href="http://www.cahabagba.com/part_a/forms/remit_dup.pdf">http://www.cahabagba.com/part_a/forms/remit_dup.pdf</a>  Part B: <a href="http://www.cahabagba.com/part_b/forms/DuplicateRA_ERARequestForm.pdf">http://www.cahabagba.com/part_b/forms/DuplicateRA_ERARequestForm.pdf</a>
Daily Payment Cycles – Part A Only	After transition, Cahaba GBA began processing payment cycles daily. It is important to remember that the payment floor is still in effect. EDI claims are subject to a 14 day payment floor before payment can be released. A daily payment cycle does not mean a claim submitted today will be processed and paid tomorrow.
Providers need a corrected Part A remittance to file with secondary insurance because the original remittance was missing the number of services.	Please contact us at 1-877-567-7271 and mention that you need a <u>corrected</u> remit due to the number of services being incorrect on your current remit. This is different than a duplicate remit which would require following the process on our website. For Part A, the instructions and form can be found at <a href="http://www.cahabagba.com/part_a/forms/remit_dup.pdf">http://www.cahabagba.com/part_a/forms/remit_dup.pdf</a> .

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Providers did not download ERA from the outgoing contractor prior to the J10 A/B MAC transition.	<p>Providers who did not download their final ERA file from the outgoing contractor may obtain a hardcopy remittance by completing the required forms available on our website.</p> <p>Part A:  <a href="http://www.cahabagba.com/part_a/forms/remit_dup.pdf">http://www.cahabagba.com/part_a/forms/remit_dup.pdf</a></p> <p>Part B:  <a href="http://www.cahabagba.com/part_b/forms/DuplicateRA_ERARequestForm.pdf">http://www.cahabagba.com/part_b/forms/DuplicateRA_ERARequestForm.pdf</a></p>
Providers not receiving ERA because the claims rejected on the front-end.	<p>To ensure the claim's accuracy, the J10 MAC, Cahaba GBA edits the inbound claim files and produces audit trail reports and 997 reports for retrieval from our Secure FTP Server. Claims that do not pass the front-end edits must be corrected and resubmitted before they can be entered in the Part A FISS or Part B MCS system for processing. A complete list of the audit trail explanations is available on our website.</p> <p>Part A: <a href="http://www.cahabagba.com/part_a/edi/erf.htm">http://www.cahabagba.com/part_a/edi/erf.htm</a></p> <p>Part B: <a href="http://www.cahabagba.com/part_b/edi/efr.htm">http://www.cahabagba.com/part_b/edi/efr.htm</a></p> <p>Only after a claim is successfully input in the system will you receive adjudication information on either a Standard Paper Remittance (SPR) or on an ERA file.</p>
Following MAC transition, the provider is set up to receive ERA; however, prefers to receive hardcopy remittance.	<p>Please contact the EDI Services department at 866 582-3253. Please have your EDI submitter ID, NPI, and PTAN ready when you call.</p>